Salesforce

ARC-801 Exam

Design and Implement B2B Multi-Cloud Solutions

Questions & Answers
Demo

Version: 7.0

Question: 1

Different teams at Universal Containers (UC) are experiencing challenges using their existing tools. The Sales team can only access their application from the office, the Marketing team has to manually import leads coming from the website into their campaign tool, and the Support team lacks a communication history repository between email, social networks, and calls. The website was developed by the IT team, and the Legal team is responsible for the Consent Management Platform used to meet GDPR requirements.
UC wants to improve its relationship with customers, so a digital redesign program is starting with the goal of moving to Salesforce solutions.
Which three steps are necessary to set up a program roadmap?
Choose 3 answers

A. Identify the high-level workload capacity and planning of the IT and Legal teams.
B. Prioritize the transformation of activities involving the least development.
C. Create project plans for each of the projects that will be on the roadmap.
D. Prioritize the transformation of activities related to customers' interactions.
E. Explain how the program contributes to the business's goals.

Answer: C, D, E

Explanation:

https://trailhead.salesforce.com/content/learn/modules/innovation_solution/innovation_solution_build_business

Question: 2

Universal Containers (UC) has a multi-cloud implementation in place covering Service Cloud and Experience Cloud. As part of UC's support process, service agents often need to search across an external ERP that hosts the order information of its customers. They would like to see their ERP data in Salesforce but IT is weary of duplicating data across systems.
Which integration mechanism should achieve this with standard capabilities?

A. Salesforce Connect
B. SOAP API
C. Change Data Capture
D. Bulk Rest API

Answer: A

Explanation:

According to an online document1, Salesforce Connect is a standard integration mechanism that allows you to view, search, and modify data that's stored outside your Salesforce org. With Salesforce Connect, you can access data from external ERP systems in real time without copying or synchronizing it.
https://www.salesforce.com/content/dam/web/en_us/www/documents/platform/External-ERP-Integration-with-Salesforce.pdf

Question: 3

Universal Containers (UC) has acquired four companies and is looking to manage revenue across all mergers' territories seamlessly. UC wants to drive major business decision and selling strategies based on an efficient, complete, real-time view of team forecasts across territories from Salesforce. A sales user can be part of multiple territories and is usually working on multiple opportunities at a time.
Which technical consideration should a Solution Architect make when designing collaborative forecasting?

A. Archiving a territory model does not impact forecasts, quotas, and adjustments for all territories in the model.
B. If the sales user has many territories assigned to them, it can impact the performance of the forecast.
C. Important details should be tracked at the opportunity line level.
D. Forecast category names can be customized by submitting a Salesforce Support case.

Answer: B

Explanation:

According to some online sources12, collaborative forecasting is a feature that allows sales teams to create accurate sales forecasts based on opportunity data and adjustments. Collaborative forecasting supports multiple forecast types, such as revenue, quantity, and custom fields.
If the sales user has many territories assigned to them, it can impact the performance of the forecast. This consideration is important because having too many territories can slow down the loading of the forecasts page and affect the user experience1.
https://help.salesforce.com/s/articleView?id=000199046&language=en_US&type=1

Question: 4

Towards the end of the discovery phase, the sales manager and subject matter experts raise a request to get hands-on experience with the solution as soon as possible. They want to ensure the requirements they provided are correctly built out in Salesforce. The project sponsor is unsure how that request may affect the schedule.
Which method should a Solution Architect consider in this scenario to validate the requirements during the build sprint without impacting the project timelines?

A. Ensure the project sponsor reviews and signs off on the Functional Specification Document as an acknowledgment that what was built aligns with the original requirements.
B. Run a User Acceptance Testing discovery session, based on the Functional Specification Document, to ensure the testing script meets the end users' needs.

C. Give every end user the Functional Specification Document as their training materials and test them on the contents.
D. Give the end users access to a sandbox environment and a testing script for each of the user stories. Ask UAT testers to perform their tasks and collect feedback from them in the testing script.

Answer: D

Explanation:

user acceptance testing (UAT) is a stage in the software development cycle designed to test if the solution supports the business and user needs in a real-world scenario. UAT involves end users or domain experts who follow a series of test steps to verify if specific requirements perform as expected. Give the end users access to a sandbox environment and a testing script for each of the user stories. Ask UAT testers to perform their tasks and collect feedback from them in the testing script. This method would allow the end users to get hands-on experience with the solution as soon as possible and provide feedback on any issues or gaps they encounter. This would also ensure that what was built aligns with the original requirements and meets their expectations13.

https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance-testing

Question: 5

Universal Containers (UC) is about to complete the first phase of its digital transformation with its new Lead to Invoice process that incorporates several clouds like Sales Cloud, Service Cloud, Revenue Cloud, Experience Cloud, and MuleSoft. UC is now creating a Center of Excellence and focusing on a purely Agile methodology for working on new releases. UC wants to understand some of the considerations around release planning.
What are two recommendations a Solution Architect should make to ensure UC's releases to production work within its release schedule and there are no delays in future releases?
Choose 2 answers

A. Fix the scope of the sprint during release planning regardless of how long it takes.
B. Create a regular sprint cadence across the different teams to demonstrate new functionality.
C. Use the last sprint of the release to stabilize it and eliminate identified issues.
D. Utilize the last sprint to include functionality that was missed from previous sprints.

Answer: BC

Explanation:

Create a regular sprint cadence across the different teams to demonstrate new functionality. This recommendation would help UC to synchronize their work across multiple clouds and teams, as well as get feedback from users and stakeholders on the progress and quality of the release23.
Use the last sprint of the release to stabilize it and eliminate identified issues. This recommendation would help UC to ensure that their release is ready for production and meets their quality standards. The last sprint should focus on fixing bugs, improving performance, and conducting user acceptance testing13.